

## Self-assessment against the requirements of the Code April 2024

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
<b>1: Definition of a service request and complaint</b>	We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures.	Yes	<b>The Council's Complaint Policy applies this definition.</b>
<b>2: Exclusions</b>	Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress.	Yes	<b>The Council's Complaint Policy provides circumstances.</b>
<b>3: Accessibility and awareness</b>	We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary	Yes	<b>The Council's Complaint Policy advises that complaints can be made online, in person, by email or by letter.</b>
<b>4: Complaint handling resources</b>	We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly.	Yes	<b>The Council has dedicated complaint handlers within each directorate, who take responsibility for complaint handling.</b>

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
<b>5: The complaint handling process</b>	We have a single policy for dealing with complaints covered by the Code and individuals are given the option of raising a complaint where they express dissatisfaction that meets the definition of the complaint in our policy.	Yes	<b>The Councils complaint process is fully compliant, and Complaint Policy updated.</b>
<b>6: Complaints stages (Stage 1)</b>	We process stage 1 complaints in line with timescales and processes set out in the Code.	Yes	<b>The Councils complaint process is fully compliant, and Complaint Policy updated.</b>
<b>6: Complaints stages (Stage 2)</b>	We process stage 2 complaints in line with timescales and processes set out in the Code.	Yes	<b>The Councils complaint process is fully compliant, and Complaint Policy updated.</b>
<b>7: Putting things right</b>	When something has gone wrong we take action to put things right.	Yes	<b>Both stage 1 and stage 2 responses state the action taken to remedy the complaint where we identify something has gone wrong. This includes the actions set out in the code requirement ensuring service failure is rectified.</b>
<b>8: Performance reporting and self-assessment</b>	We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a self-assessment against the Code.	Yes	<b>We produce an annual report on complaint handling which includes performance from stage 1 to 2 and Ombudsman level, and improvement that will now include self-assessment against the code.</b>

Code section	Action	Do we follow the Code: Yes/No	Explanations and Commentary
<b>9: Scrutiny &amp; Oversight</b>	We have appropriate senior leadership and governance oversight of the complaints process and performance.	Yes	<b>There is robust oversight of complaint performance at a senior level. Fortnightly complaints board, monthly departmental management meeting, quarterly, corporate management team meeting and meetings and reports to the Member Responsible for Complaints (MRC) and Elected Member(s).</b>